

APPENDIX E-063 P

CUSTOMER RETURNS INQUIRY DOCUMENT

1. INPUT DOCUMENT

Customer Return Inquiry Document, appendix B-63, DICs ZDT and ZRC.

2. REASON/CRITERIA FOR PREPARATION

a. Inquiries into the Customer Return Control File (CRCF) and the Customer Return History File (CRHF) are prepared by processing personnel when a write out of a portion of the records is required or when detailed information relating to the last mechanically prepared Report of Customer Excess is required as discussed in chapter 40. Depending on the action code used, the following printouts are obtained:

(1) Detail Report of Customer Returns, appendix F-35.

(2) Customer Returns Active/History File Printout System Inquiry, appendix F-36.

(3) Customer Returns Active/History File Printout by Document Number Records, appendix F-37.

b. The whiteouts will be used as required on a day-to-day basis as a management tool or for reporting purposes.

3. RESPONSIBLE ORGANIZATIONAL ELEMENT(S)

Personnel of the Inventory Management Division or MSO, DSO, or by analysis personnel of the Office of the Comptroller.

4. PROCEDURES/INSTRUCTIONS

a. The Customer Returns Inquiry Document (DIC ZDT/ZRC) will be prepared IAW appendix B-63. Action Codes applicable to this procedure: NJ, NK, NL, NM, NN, NO, NP, NQ, and NR and are defined in appendix A-42.

b. Action Codes NJ, NM, NN, NO, NP, NQ, and NR, DIC ZRC will cause the printout of the requested data in the format of appendix F-35, Detail Report of Customer Returns. Inquiry limit is once daily per ORC per cycle.

c. Action Codes NJ, NK, NM, NN, NO, NP, NQ, and NR, DIC ZDT, will cause the printout of the requested data in the format of appendix F-36 from either the CRCF or CRHF, or both. Inquiry limit is once daily per ORC per cycle.

d. Action Code NL for DIC ZDT, will cause the printout of the requested data in the format of appendix F-37 for all available data in both CRCF and CRHF for that Document Number. If there is no information

at the time of inquiry, a skeletal F-37 will be produced with the appropriate message. For this inquiry the File Level (F/L) codes will not be used. There is no inquiry limit.

e. Review the printout for selected data required. Annotate listing and retain until such time as management decision is reached and then destroy.

5. SYSTEM INQUIRY

System Inquiries, i.e., those inquiries capable of producing large masses of paper as a reply and tying up computer equipment for considerable lengths of time, in this case involving Action Codes NJ, NK, NM, NN, NO, NP, NQ, and NR, are to be rigidly controlled. These inquiries, in proper format, are to be forwarded to ODS, by Inter-Office Memorandum (IOM), over an authorizing signature (Division level supervisor or MSO Chief/Deputy). A copy of this IOM must be forwarded to MSO* DSO, for control purposes. The ODS will schedule processing of system inquiries during time periods which will not jeopardize day-to-day operations. This IOM will be forwarded to the ODS only when VRC OG is being cleared by Reentry Code ER. It will never be forwarded to the ODS prior to the violation clearance action. This IOM must also advise the ODS which File(s) to place online to process a specific inquiry File Level (F/L) Codes are used in the inquiry document format to notify the ODS to place only the CRCF, the CRHF, or both ON-LINE.

a. F/L Code usage.

- (1) Blank is used to indicate inquiry to the CRCF (active) only.
- (2) Code 1 is used to indicate inquiry to the CRHF only.
- (3) Code 2 is used to indicate inquiry to both the CRCF and the CRHF.
- (4) There are no mechanical controls applied to the F/L Code. It is an indicator to ODS personnel only.

b. The appendix B-63 document entries outlined below for each Action Code are those that are required in addition to the constant entries of DIC, pos. 1-3, RIC of DSC, pos. 4-6, ORC of Requester, pos. 77-78.

c. Action Code NJ is used to inquire for a specific FSC. This inquiry produces a printout of all reports of excess in NSN sequence within FSC. Appendix B-63 entries are:

- (1) FSC - Positions 8-11.
- (2) F/L Code - Positions 66 - blank, 1 or 2.
- (3) ORC 94 - Positions 77-78.
- (4) NJ - Positions 79-80.

d. Action Code NK is used to inquire for a specific NSN. The printout will be sequenced by document number and suffix code within document number. Appendix B-63 entries are:

- (1) NSN - Positions 8-20.
- (2) F/L Code - Positions 76, blank, 1, or 2.
- (3) ORC 94 - Positions 77-78.
- (4) NK - Positions 79-80.

e. Action Code NL is not a system inquiry. Valid ORC entry is alpha/numeric.

f. Action Code NM is used to inquire for a specific Activity Address Code (AAC). The printout will be in document number and suffix code sequence. Appendix B-63 entries are:

- (1) AAC - Positions 30-35.
- (2) F/L Code - Positions 76, blank, 1 or 2.
- (3) ORC 94 - Positions 77-78.
- (4) NM Positions 79-80.

g. Action Code NN is used to inquire for a specific Supplementary Address, pos. 45-50. The printout will be in document number and suffix code sequence. The appendix B-63 entries are:

- (1) Supplementary Address - Positions 45-50.
- (2) F/L Code - Positions 76 - blank, 1, or 2.
- (3) ORC 94 - Positions 77-78.
- (4) NN - Positions 79-80.

h. Action Code NO (alpha O) is used to inquire for a specific Project Code, pos. 57-59, of FTE document. The printout will be in document number, and suffix code sequence. The appendix B-63 entries are:

- (1) Project Code, Positions 57-59.
- (2) F/L Code - Positions 76, blank, 1, or 2.
- (3) ORC 94 - Positions 77-78.
- (4) NO, Positions 79-80.

i. Action Code NP is used to inquire for a specific depot location. The printout will be in document number, and suffix code sequence. Appendix B-63 entries are:

- (1) Depot RIC - Positions 54-56.
- (2) F/L Code - Blank, 1, or 2.
- (3) ORC 94 - Positions 77-78.

(4) NP - Positions 79-80.

j. Action Code NQ is used to inquire for all FTE documents received from a specific service. The printout will be in document number and suffix code sequence. Appendix B-63 entries are:

(1) Basic Service Code - Positions 30, i.e., A-Army, F-Air Force.

(2) F/L Code Positions 76, blank, 1, or 2.

(3) ORC 94 - Positions 77-78.

(4) NQ - Positions 79-80.

k. Action Code NR is used to inquire for a specific service, and the next two digits, i.e., Service/Country Code. This inquiry is not restricted to MAP codes such as BAT (Army-Australia). Codes such as AT8 (Army-Pacific) and AK4 (Army-Europe) may be used. The printout will be in document number and suffix code sequence. Appendix B-63 entries are:

(1) Service/Country Code - Positions 30-32.

(2) F/L Code, Positions 76, blank, 1, or 2.

(3) ORC 94 - Positions 77-78.

(4) NR, Positions 79-80.

6. FLOWCHART

Flowchart not required.